

Performance Survey: Foreign Language Interpretation Service

Agency:

Interpreter:

Date:

Language:

We are interested in receiving your feedback on individual interpreters and interpreter services in general. Your answers to the following questions will help us better serve you.

Instructions: If this is your first time working with this interpreter, or if you have worked with this interpreter before but haven't sent us a Performance Survey, please check off your answers to questions 1 to 5 and provide written feedback to questions 6 and 7. You can e-mail your responses to Jordan.coriza@state.ma.us or fax them to Jordan Coriza at 617-624-6062

1. I have worked with this interpreter before:

☐ Yes

☐ No

2. The interpreter was on time

☐ Yes

☐ No

3. Please rate the interpreter's level of competency around substance abuse issues.

☐ Excellent

☐ Good

☐ Fair

☐ Poor

4. Please rate how confident you felt about the interpreter's ability to interpret your message during the session.

☐ Excellent

☐ Good

☐ Fair

☐ Poor

5. Please rate the interpreter's level of command in English.

☐ Excellent

☐ Good

☐ Fair

☐ Poor

6. What improvements, if any, would you recommend?

7. Please list any comments/compliments you may have below

Thank you for taking the time to complete this.
Your responses and comments are greatly appreciated